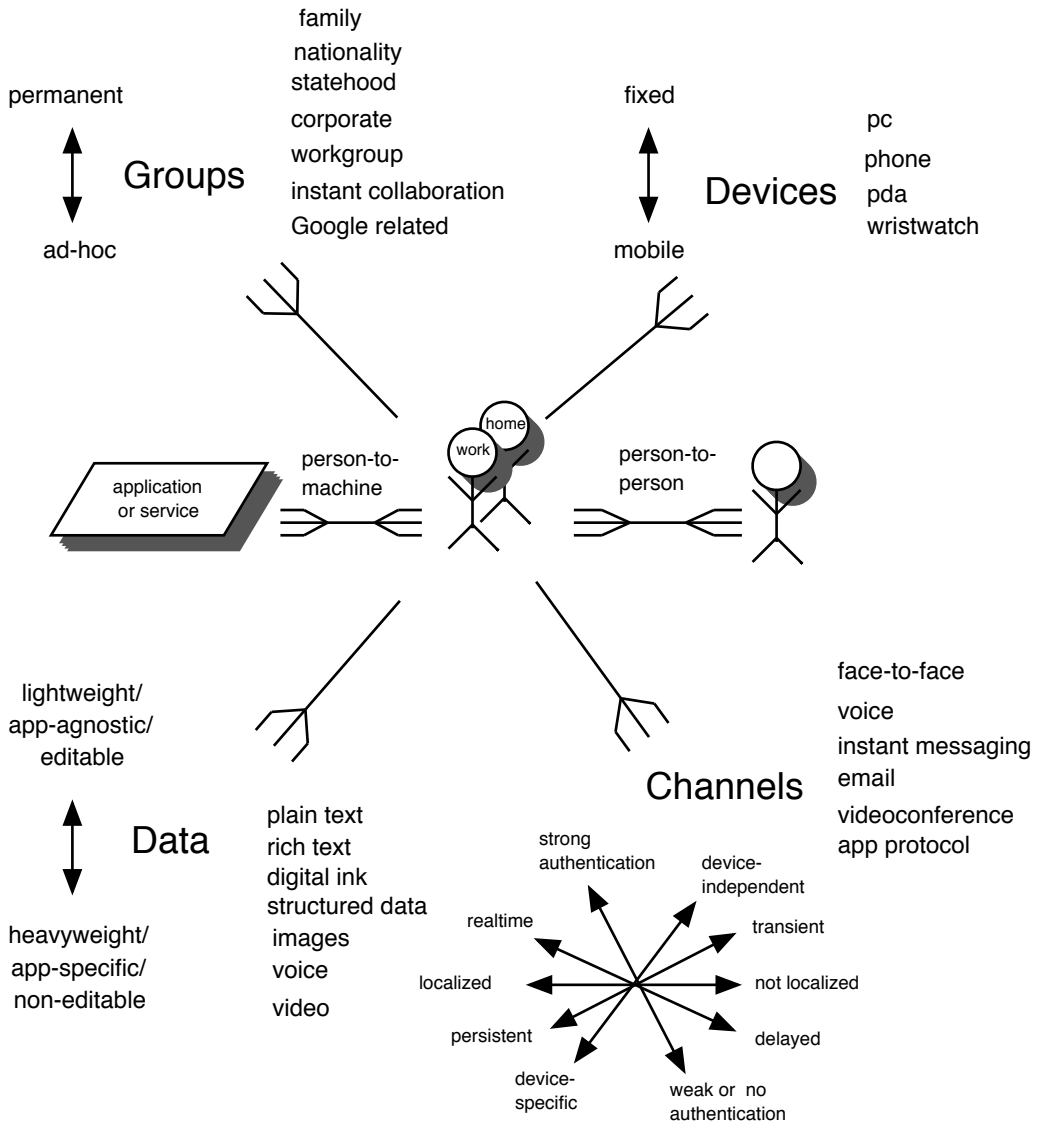


User-centered convergence



Center stage: the user, juggling professional and personal roles, and relationships with people and services, 24x7x365. The user's environment: many devices, groups, data types, communication channels. The challenge: do the right thing, with the right people, at the right time, in the right way.